



DEPARTMENT OF THE NAVY

NAVAL HOSPITAL

BOX 788250

MARINE CORPS AIR GROUND COMBAT CENTER

TWENTYNINE PALMS, CALIFORNIA 92278-8250

IN REPLY REFER TO:

NAVHOSP29PALMSINST 6320.7

Code 0100

22 October 1997

NAVAL HOSPITAL TWENTYNINE PALMS INSTRUCTION 6320.7

From: Commanding Officer

Subj: PLAN FOR PROVISION OF CARE

Ref: (a) Joint Commission on Accreditation of Healthcare
Organizations Manual
(b) NAVHOSP29PALMSINST 6010.9C
(c) NAVHOSP29PALMSINST 5430.1B

1. Purpose. This command recognizes the need for a Plan of Care to describe the framework the leadership of the hospital will utilize to plan, direct, coordinate, and improve the services provided to our beneficiaries as described in reference (a). This planning process includes assessment of our customer and community needs through collaboration with community leaders and organization. The Plan of Care is supported by the hospital strategic plan, the annual budget plan, and administrative policies. The mission, vision, and guiding principles are outlined in reference (b).

2. Scope of Service. Services are designed to ensure the scope and level of care provided meets the needs of the customers we serve. This command provides our beneficiaries with a range of health care services including, but not limited to:

a. Clinical care services

- * Family Practice
- * General Surgery
- * Orthopedics
- * Ob/Gyn, nursery, and Pediatrics
- * Internal Medicine
- * Emergency Medicine
- * Mental Health

b. Diagnostic/treatment/wellness services

- * occupational health services
- * clinical laboratory and pathology
- * diagnostic radiology, CT scanning, ultrasound
- * physical therapy
- * health promotion

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- * outpatient, ambulatory, and inpatient surgery
- * pastoral care

Services not available at this command will be provided to eligible beneficiaries at other military treatment centers or pre-determined civilian agencies. The contract requires network providers have active staff appointments with clinical privileges at an accredited healthcare entity or network, and network hospitals are fully accredited by the Joint Commission on the Accreditation of Healthcare Organizations. All major hospital functions and services (budget, staffing, performance assessment) are planned, implemented, and improved at least annually. The Board of Directors oversees plans and evaluates hospital performance. This is done through data collection, analysis, and communication with hospital staff. Hospital-wide plans are developed to provide direction for the year.

Each patient care service department has a defined scope of care which includes the types and ages of patients, type(s) of services most frequently provided, method used for ensuring hours of operation meet the needs of the patients, and the technical skills of the health care providers that may be expected. These are delineated in reference (c).

Staffing plans for patient care service departments are developed based on the level and scope of care that needs to be provided, the frequency of that care, and a determination of the level of staff that can competently provide the type of care needed. Each department has a formalized staffing plan, which will be reviewed annually based on utilization review, employee turnover, performance improvement activities, changes in customer needs, and budget.

3. Communication. We encourage information about hospital performance to flow throughout the organization to accomplish the hospital mission. This flow occurs in several ways. Medical staff and department head information flows from the Board of Directors. Performance Improvement information flow is diagrammed in reference (b). The Commanding Officer meets monthly with department heads and directors. Hospital departments are encouraged to meet at least quarterly with their staff.

The hospital has committees with defined responsibilities. Standing committees, as well as performance improvement groups, serve as the primary vehicles for planning, development, and

evaluation. These committees and teams are both departmental and cross-functional. Formal committees are established, monitored, and evaluated by the Board of Directors.

4. Patient Services/Patient Care/Patient Support. Patient services occur through organized and systematic processes designed to ensure the delivery of safe, effective, and timely care and treatment. Providing patient services and the delivery of patient care, including patient/family education, requires specialized knowledge, judgement, and skill. As such, patient services will be planned, coordinated, provided, delegated, and supervised by credentialed health care providers who have been granted specific clinical practice privileges by the Commanding Officer. Registered nurses and allied health professionals function collaboratively as part of a multidisciplinary team to achieve positive outcomes.

Patient Services and patient care are provided primarily by licensed staff. Patient support is provided by a variety of individuals and departments, which may or may not have direct patient contact, but who support the care provided by the licensed staff.

5. Support Services. Other hospital services are available and provided to ensure that direct patient care and services are maintained in a continuous manner. Services may be provided directly or through referral, consultation, or contractual arrangement.

6. Strategic Plan. The command's strategic plan, as outlined in reference (b), focuses on four goals: readiness, staff, technology integration, and health and wellness services. As the primary health care source for eligible beneficiaries, we continually strive to improve organizational performance in achieving our mission.



L. E. ROBINSON
Acting

Distribution:
List A